

Work Order Requests Module


The Work Requests module is a simplified version of a Work Order module. Non-maintenance personnel can use the Work Requests module to report a problem to the maintenance department. This Chapter describes how to use the Web Work, Work Requests Module.

Table of Contents

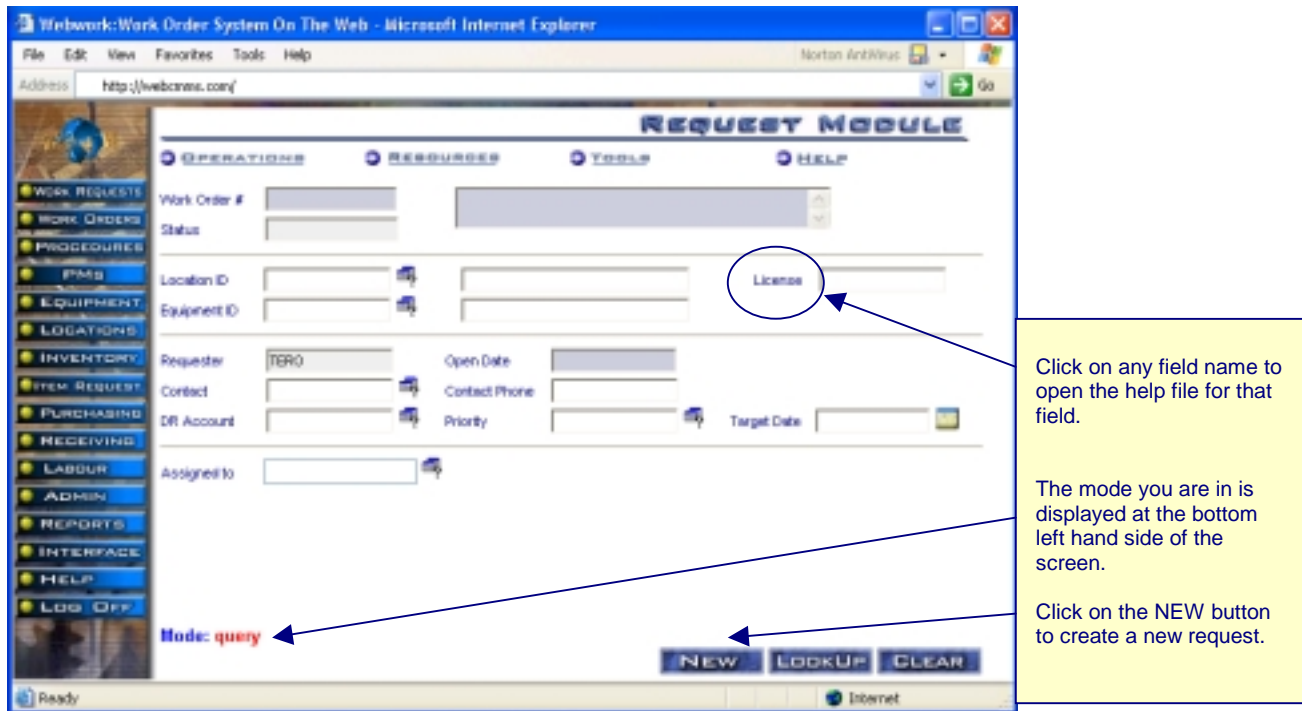
1.1	OVERVIEW OF THE WORK REQUESTS MODULE.....	2
2.1	CREATING WORK ORDER REQUESTS.....	3
2.1.1.	<i>To Create a Work Request.....</i>	<i>3</i>
2.1.2.	<i>Editing Work Requests.....</i>	<i>4</i>
3.1	WORK REQUESTS – ESTIMATES.....	4
4.1	PERFORMING WORK ORDER REQUEST QUERIES	6
4.1.1.	<i>To perform a Work Order Request Query</i>	<i>6</i>
5.1	PRINTING WORK REQUESTS.....	7
6.1	LINKS.....	8

1.1 Overview of the Work Requests Module

The Work Requests Module is used to enter new Work Requests into the Web Work system. Those who have Requester privileges will have access to this module. The maintenance department will then take the work requests and turn them into work orders.

Click on the [WORK REQUESTS](#) button  on the left hand side of the screen to access the Work Requests module.

When you enter the Work Requests module you will be in Query mode as shown in the screen below:



The [OPERATIONS](#) , [RESOURCES](#) , [TOOLS](#)  and [HELP](#)  drop down menus contain the various features available in the Work Requests module.





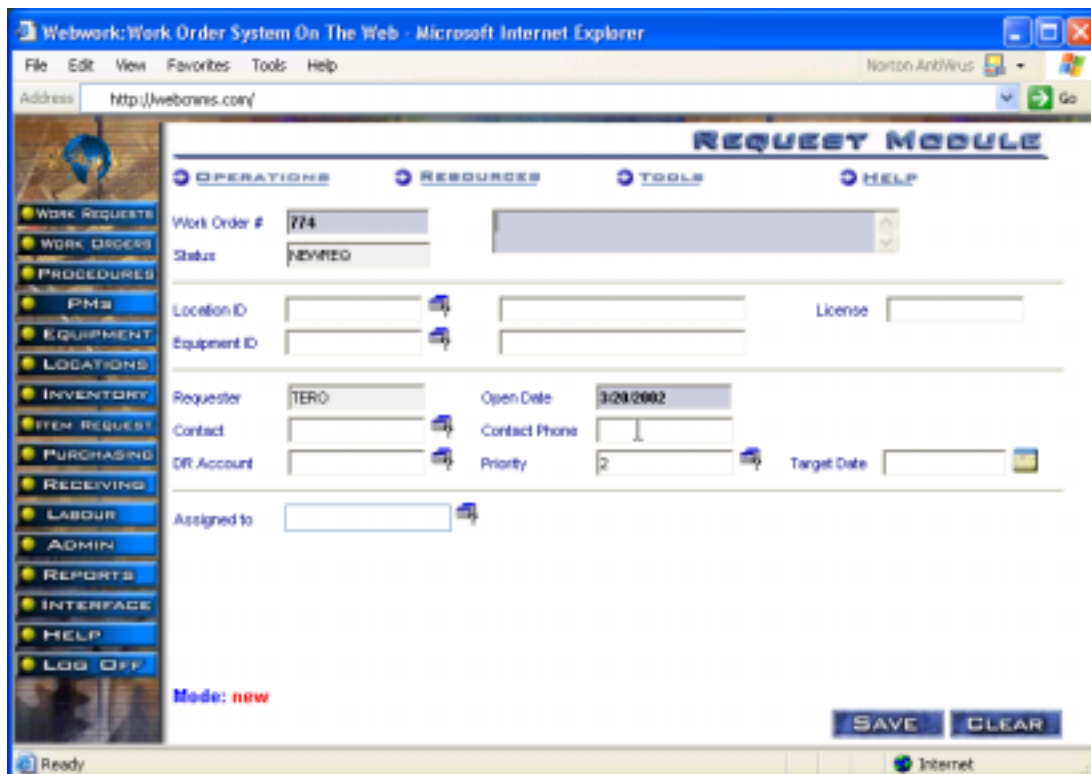
Web Work includes “help files” for all field names. To access these help files, click on the field name. A popup window will open displaying help for the field selected.

2.1 Creating Work Order Requests

When a maintenance problem is identified, create a work request to advise the Maintenance Department of the problem. The Maintenance Department will change the request to a work order and assign the required tradesperson to the work order.

2.1.1. To Create a Work Request

- Click on the **WORK REQUESTS** button  on the left hand side of the screen to access the Work Requests module.
- Click on the **OPERATIONS** menu at the top of the screen to display the drop down menu.
- Select New Request from the drop down menu or click on the **NEW** button  at the bottom right hand side of the screen.
- The following screen will open:


The screenshot shows a web browser window titled "Webwork:Work Order System On The Web - Microsoft Internet Explorer" with the address "http://webcnines.com/". The page displays the "REQUEST MODULE" interface. On the left is a vertical menu with options: Work Requests, WORK ORDERS, PROCEDURES, PMs, EQUIPMENT, LOCATIONS, INVENTORY, ITEM REQUEST, PURCHASING, RECEIVING, LABOUR, ADMIN, REPORTS, INTERFACE, HELP, and LOG OFF. The main content area has tabs for OPERATIONS, RESOURCE, TOOLS, and HELP. The OPERATIONS tab is active, showing a form with the following fields: Work Order # (774), Status (NEWREQ), Location ID, Equipment ID, License, Requester (TERO), Open Date (3/28/2002), Contact, Contact Phone, DR Account, Priority (2), Target Date, and Assigned to. At the bottom, there are "SAVE" and "CLEAR" buttons. The status bar at the bottom indicates "Ready" and "Internet".

- The Work Order #, Status, Requester and Open Date will be populated by the web Work system.



The location field may also automatically be populated with the Requesters work location. The Show Location on Request feature can be setup in the Web Work System Defaults. See the Admin section of the manual for more information on System Defaults.

- Enter information into the fields displayed on the screen. For information on field contents click on any field name – this will open a popup help window for that field name.

NOTE: The Work Order #, Description, Requester and Open Date fields are the only required fields, all other fields are optional.


- Click on the **SAVE** button  at the bottom right hand side of the screen to save the Work Request Record.
- You will then be in edit mode: you can edit and resave the Work request, print the Work Request or continue working in the module of your choice by clicking on the module on the right hand side of the screen.

2.1.2. Editing Work Requests

- Click on the **WORK REQUESTS** button  on the left hand side of the screen to access the Work Requests module.
- Click on the  **OPERATIONS** menu at the top of the screen to display the drop down menu.
- Perform a Work Requests query to locate and open applicable work request. See Work Requests queries for more information on performing work request queries.
- When you retrieve the work request you will be in edit mode.





Only Work Requests with the status of WTAPPR can be edited. Work Requests that have been approved, closed, cancelled etc. cannot be edited.

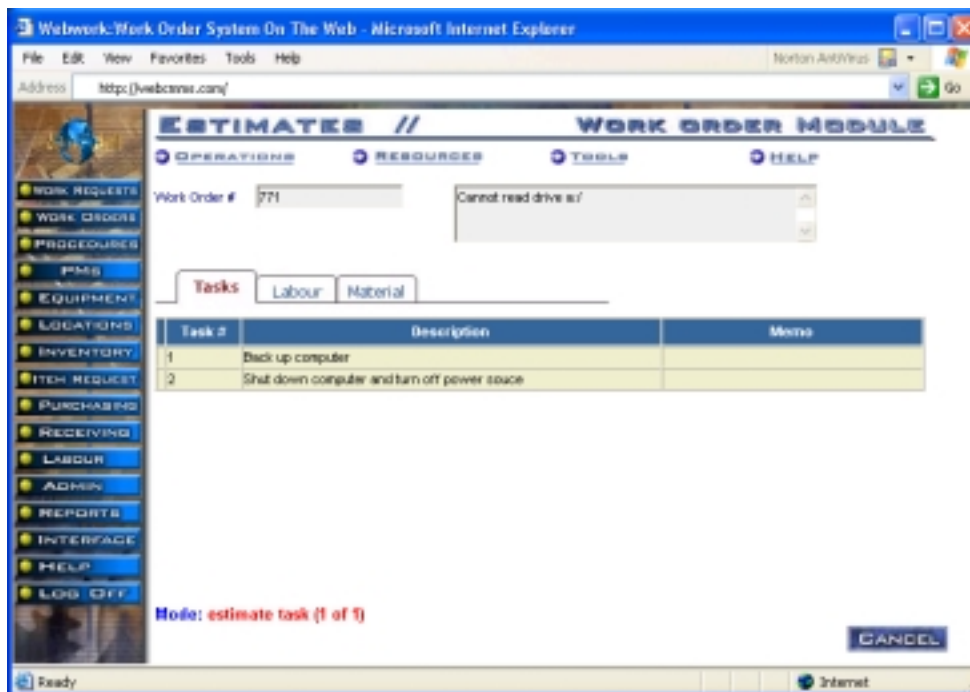
- Make the necessary changes to the Work Request.
- Click on the **SAVE** button  at the bottom right hand side of the screen to save the Work Request Record.

3.1 Work Requests – Estimates

The Work Requests – Estimates menu item is a read only function. This function enables the user to view the estimated tasks, labour and materials associated with their work request(s).



To View Estimates:

- Click on the **WORK REQUESTS** button  on the left hand side of the screen to access the Work Requests module.
- Perform a Work Requests query to locate and open the applicable work request. See Work Requests queries for more information on performing work request queries.
- Click on the  **RESOURCES** menu to display the drop down menu.
- Select Estimates from the drop down menu to display a screen similar to the one shown below:



- Click on the Task, Labour or Materials tab to view the Estimated Tasks, Labour or Material.




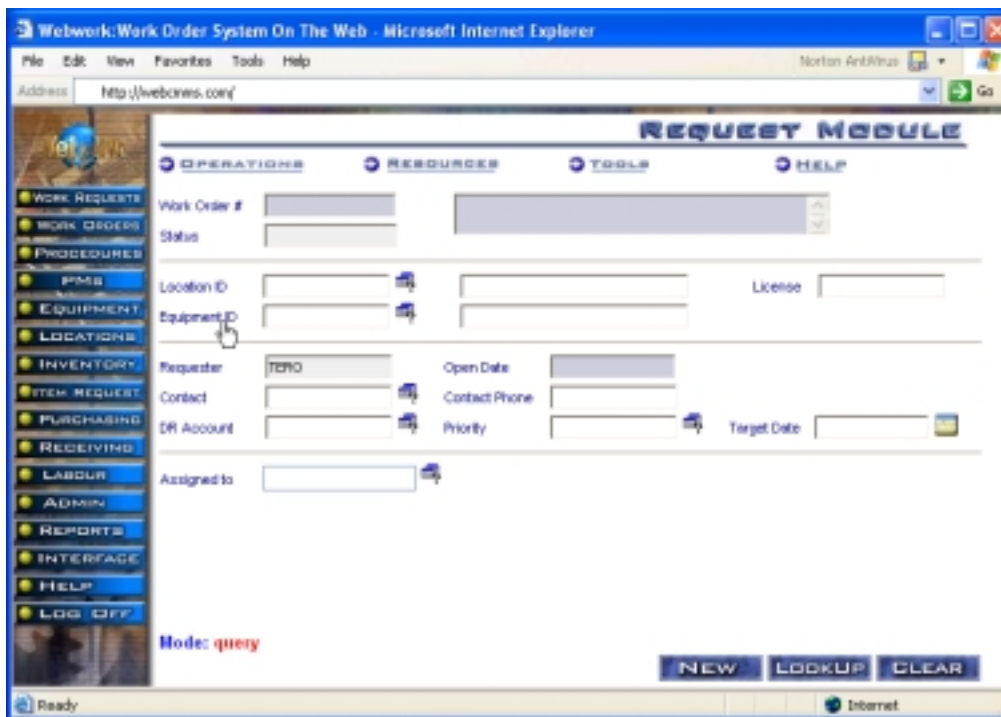
- Click on the **CANCEL** button  or click on the  **RESOURCES** menu and select Details from the drop down menu to exit estimates mode and return to the main screen of the work request

4.1 Performing Work Order Request Queries

Find the Work Requests you have entered quickly and easily using Web Work's query by example Feature. For more information on Query by Example see the System Overview chapter of this manual.

4.1.1. To perform a Work Order Request Query




- Click on the **WORK REQUESTS** button  on the left hand side of the screen to access the Work Requests module.
- When you enter the Work Requests module you will be in query mode. If you have been working in the Work Requests module, you can click on the **OPERATIONS** menu and select Work Request query to open the Work Request module in query mode.
- A screen similar to the one shown below will open:



Enter the applicable criteria into any of the fields and click on the LOOKUP button or press the enter button on your keyboard to open all records matching the criteria you have selected.



If all Requesters are permitted to view Closing Remarks and Others Requests, these features can be setup in the Web Work System Admin module. See the System Admin section of this manual for more information on setting up these system defaults.

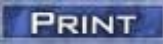
- Enter selection criteria into any of the fields.
 - Click on the **LOOKUP** button  to display a list of the records, matching the specified criteria.
 - To open any of these Work Requests click the selection box on the right hand side of the applicable Work Requests in the table, and then click on the **RETRIEVE** button  at the bottom of the screen.
 - The Work Requests will appear on the screen. If you selected multiple Work Requests, when you retrieve them an arrow will appear on the bottom left hand side of the screen.
- 
- Click on this arrow **Next** to move from one work request o the next.

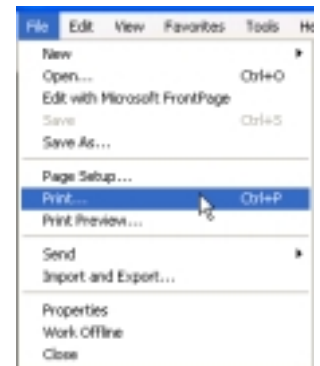


Comparison operators such as: <, >, null, not null and % - wild card can be used to further define a query. See System Overview – Query By Example for more information.


5.1 Printing Work Requests

To print a work request:

- Locate and retrieve the Work Request you wish to print. See the Work Requests Queries section of this chapter for more information on locating and opening work requests matching the criteria you select.
- Click on the **PRINT** button  at the bottom right hand side of the screen.
- The selected record will open in a new browser window.
- Click on File and select Print from the drop down menu to proceed with printing.



6.1 Links

When you are in the Work Requests module and select Links from the  **TOOLS** menu, the Web Work Create/Edit Links window will open as shown below.

You can view existing links or create new links using this feature.



You can only view links, which have been setup to be accessible from this module or from all modules. Links set up in other modules with the accessibility set as only within that module will not be shown.

For information on creating New links see the Links section of this manual.